

CURRICULUM VITAE

Haytham Mohamed Esam Elden Ibrahim

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OBJECTIVE:

To work with a Professional and reputed organization ensuring success, both for the organization and myself by attaining set targets, mutually agrees upon, in a good working environment to the best of my capabilities. Thus, moving ahead successfully in his challenging and ambitions society.

PERSONAL PROFILES:

Name : Haytham
Father's Name : Mohamed Esam Elden Ibrahim
Date of Birth : 25/01/1986
Nationality : Egyptian
Religion : Muslim
Sex : Male
Marital Status : Married
Languages Known : English, Arabic,

PASSPORT DETAILS:

Passport No : A10674097
Date of Issue : 23/12/2020
Date of Expiry : 22/12/2027
Place of Issue : Egypt
Visa Status : Employment Visa.

EDUCATIONAL QUALIFICATION:

- Diploma of Commercial

DRIVING DETAILS: Dubai UAE

License No	Date of Issue	Date of Expiry	Place of Issue	Vehicle permitted
1490359	17/09/2009	17/09/2024	Dubai –UAE.	3/. Light Driver

Working Experience:

- Al Ahalia hospital group (Senior Gust Relation Officer).
November 2020- Till Present.
- lotus Downtown Hotel in Dubai (Night Manager).
February 2020– November 2020.

- NMC hospital Abu Dhabi (Patient Administration -floor manager).
February 2014- January 2020.
- Emirates palace hotel in Abu Dhabi (Guest Service Supervisor).
January 2009-2014.
- Atlantis hotel in Dubai (Guest Service) 2008-2009.

Responsibilities whilst on duty as control room Operator.

- + Greet and welcome the Visitors to the hospital and control public access to a facility.
- + Deliver excellent service to patients and visitors in line with the company's core service standards and brand attributes.
- + Manage a team of 10 -15 front line receptionists (officers and agents) within the hospital lobbies to welcome the visitors.
- + Contact guest service agents to escort and guide guests.
- + Dealing with all types of complaints, disturbing customers as well as the tenants.
- + Handling all works as reception officer.
- + Explaining the facilities of the organization to the clients.
- + Arranging an appointment for the client and follow up.
- + Organizing and filling the necessary documents.
- + Dealing with all types of documentation works.
- + Telephone operator cum Data entry operator.
- + Handling all daily activities of the department.
- + Preparing and reporting weekly and monthly reports to the manager.
- + Preparing and organizing weekly and monthly meeting Agendas.
- + Reporting and preparing requisitions for the tenants and the customers.
- + Dealing with Daily Assessment Data entry, Daily Attendance Data Entry
- + Dealing with all type of Entry Permits.
- + Dealing with the Daily Sick Reports.
- + Dealing with the official head office Correspondence.
- + Dealing with all the daily personnel requests of staffs.
- + Keeping database up-to-date and its safety
- + Helping and taking care all patients
- + Taking care of the receptionist team

In Egypt

- Worked as a “**Public Relationship**” in Al Zahraa Co. for 2 years in Egypt.
- Worked as a “**Salesman**” in Al Omar Afandy Co. for 1 years in Egypt .

Personal Skills:

- Positive attitude and strong sense of responsibility.
- Ability to work under pressure in fast paced environment and managed multiple tasks.
- Excellent customer service skill.
- Dynamic and easily adaptable.
- Eager to learn and open for further development

CONCLUSION & DECLARATION

I hereby certify that the above-mentioned Statement is correct & true to the best of my knowledge & belief.

If selected I assure that I would perform to the best of my abilities, early awaiting a Positive response.

Haytham Mohamed Esam Elden Ibrahim